

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
COMMERCE COMMISSION

For Commission Use Only:
Case: 03-0390

FORMAL COMPLAINT

2003 JUN 12 A 11:21
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): VERNA L. BETHEA AND WEBELENE BETHEA
Against (Utility name): PEOPLES ENERGY AND PEOPLES GAS, LIGHT, ETC.
As to (Reason for complaint): SEE SEPARATE SHEET MARKED ITEM 1

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1322 W. 72ND STREET
The service address that I am complaining about is 1322 W. 72ND STREET
My home telephone is (773) 483-4562
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 483-4562

(Full name of utility company) PEOPLES ENERGY AND PEOPLES GAS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

We are unable to respond to this. Because on 6-9-03, I placed a call to Mr. Carlos Ruiz
of the ICC to inform him that they did send me the sample, the procedural manual for the ICC
hearing and a blank formal complaint form. But, according to the sample, I needed to know
the state statute? or law that I needed to write down. Mr. Ruiz told me that it was not necessary
and just state that you want a Hearing. So, my request is for a Hearing.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed? I DON'T KNOW BECAUSE INSPITE OF ☐ Yes ☐ No NUMEROUS
INQUIRIES/COMPLAINTS. I NEVER GOT ANY TANGIBLE OR VIABLE RESPONSE FROM ICC.

FOR

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SEE SEPARATE SHEET MARKED ITEM 1

Please clearly state what you want the Commission to do in this case: Peoples Energy and Peoples Gas need to acknowledge this error and the continued coverup that followed this erroneous bill. This failure and their continued failure to accept payment arrangements has and have placed undue hardship, inconvenience, worry and stress on u This has resulted in continuing health and financial concerns and therefore we are also asking for \$25,000.(
from each and all additional costs associated with this erroneous bill.

Date 6/10/03

(Month, day, year)

Complainant's Signature

Verna L. Bethea
Verna L. Bethea

If an attorney will represent you, please give the attorney's name, address, and telephone number.

Webeleene Bethea

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

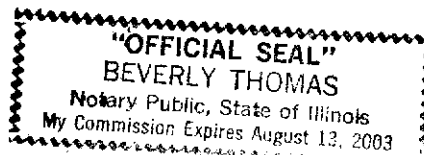
Webeleene Bethea first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Verna L. Bethea

Subscribed and sworn/affirmed to before me on (month, day, year) 06-10-2003

Beverly Thomas
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.